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APPLICANTS Lizhi Ma, Newark, DE; Shane P. Pederson, Oak Park, IL; Wilson Khaemba, Newark, DE; Hui Wang, Bear, DE; Guru Kurubarahalli, Wilmington, DE; Gary Ulrich, West Trenton, NJ; Nitin Dhir, Wilmington, DE; Djovana Shkreli, Westerville, OH;				
** CONTINUING DATA ***** This application is a CIP of 10/286,767 11/04/2002 PAT 6,714,642 which is a CON of 09/349,960 07/09/1999 PAT 6,553,113 K.N.N.				
** FOREIGN APPLICATIONS *****				
** IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 05/28/2004				
Foreign Priority claimed <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No 35 USC 119(a-d) conditions met <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Verified and Acknowledged <u>/KHAI N NGUYEN/</u> Examiner's Signature	<input type="checkbox"/> Met after Allowance Initials	STATE OR COUNTRY DE	SHEETS DRAWINGS 15	TOTAL CLAIMS 27
INDEPENDENT CLAIMS 8				
ADDRESS GOODWIN PROCTER LLP 901 NEW YORK AVENUE, N.W. WASHINGTON, DC 20001 UNITED STATES				
TITLE System and method of intelligent call routing for cross sell offer selection based on optimization parameters or account-level data				
FILING FEE RECEIVED 1456	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	